

Volume 2, Issue 6

Jun/ Jul 2003

# TEAM Spirit Newsletter

*It's All About Making A Difference*



## Special points of interest:

- B' fast of Champions
- Quality Month
- QCNtes
- Team Scoreboard
- TQM Registration
- Class Reunion
- TQM Tools

## Dr. Rogers to Speak at "Breakfast of Champions"

On October 1, Dr. Rogers will kickoff our annual observance of National Quality Month as the keynote speaker at this years Second Annual "Breakfast of Champions." No, we're not talking about our President, Dr. Rick Rogers. We're talking about Dr. Elizabeth "Betsy" Rogers, National Teacher of the Year. Dr. Rogers, 51, a teacher at Leeds Elementary School in Jefferson County, Alabama, won the prestigious 2003 National Teacher of the Year Award and was presented the honors by President Bush in the Rose Garden at the White House on April 30, 2003.



A native of Birmingham, Alabama, she had already been named Alabama's Teacher of the Year and was selected for the national honor by representatives from 15 top education groups. She has taught at Leeds Elementary School since 1985. Leeds Elementary is located outside Birmingham and serves mainly poor children. She is a 1974 graduate of Samford University, and earned her master's and doctorate in education from that university. Of late, she has concentrated her work with first and second graders.

## Inside this issue:

GETTING TO KNOW YOUR SITE TEAM LEADERS	2
NOTES FROM THE QUALITY COUNCIL	2
FALL TQM CLASS	3
TEAM SCOREBOARD	3
SPRING TQM CLASS	3
TQM TOOLS YOU CAN USE- NOMINAL GROUP TECHNIQUE	4

## PLANNING BEGINS FOR QUALITY MONTH 2003

This year will be our fifth annual Quality Month celebration. Quality Month is held each year in the month of October. The Quality Council will soon be selecting the steering team for this years event. We hope to involve some of our recent TQM graduates in the planning process by serving on the Quality Month Team.

The Quality Month Team will select a theme, develop a calendar, schedule and coordinate events, and supervise the follow through. If you are interested in serving on this year's Quality Month Team please contact Kim Smith at Ext. 2446.



# LOOK

At Who's On A Team

## Quality Quote

*The most neglected form  
of compensation is the  
six-letter word,  
thanks."*

*---Robert Townsend*

## GETTING TO KNOW YOUR SITeams

If you are a graduate of TQM training, an SITeam needs YOU. All you have to do is volunteer. If you are interested in "making a difference" at the College, becoming a team member gives you an opportunity to participate in the governance of the College. Why sit on the sideline when you can get into the game? If you are interested, just contact one of our team leaders and let them know you are available. You'll be glad you did!

### SITeam Teams

SITeam #1: Educational Programs  
SITeam #2: Student and Customer Service(s)  
SITeam #4: Community Relations & Admin Systems  
SITeam #5: Institutional Resources

### Team Leaders

Rick Saylor  
Nancy Freeman  
Debbie Hammons  
Molly Booth

### Special Teams

Quality Month

Kim Smith

## NOTES FROM THE QUALITY COUNCIL by Kim Smith

The Quality Council welcomes Janis Filer as its newest member. Janis comes to the QC as the team representative for SI Team 1. Janis jumped right in with both feet and had volunteered to help write the Quality Award Application that is due early in August. (Don't we all LOVE team players like Janis?) We are also excited to have Nancy Freeman as the Team Leader for Team 2...we look forward to working with Nancy. Congratulations to Team 4 for all their hard work on the Cancer Relay. Martha Key still has t-shirts to sell if anyone is interested. Jackie Williams will be rotating off Team 5 at the end of the semester. Thank you for all your hard work on both the team and the QC!

Quality Month is fast approaching and the Quality Month Team is hard at work making Quality plans. We will kick-off with our Second annual Breakfast of Champions on Oct. 1st. Dr. Betsy Rogers, National Teacher of the Year will be the featured speaker. We are very excited that she had a free date and we were able to book her for Quality Month.



2002 QUALITY MONTH  
"SPIRIT AWARD" WINNERS  
SITEAM # 5: INSTITUTIONAL RESOURCES

Randy Jarrell, Camille Cochrane, and Johnny Parker are looking into developing a second level of training (beyond TQM and Connections). We will keep you posted about this. There has been talk about a Virtual Team (Team 3). This team would do most of their work via the internet. Watch for more details. REMEMBER: We wouldn't have so many bad hair days if we didn't try to wear so many hats.



## FALL TQM CLASS REGISTRATION



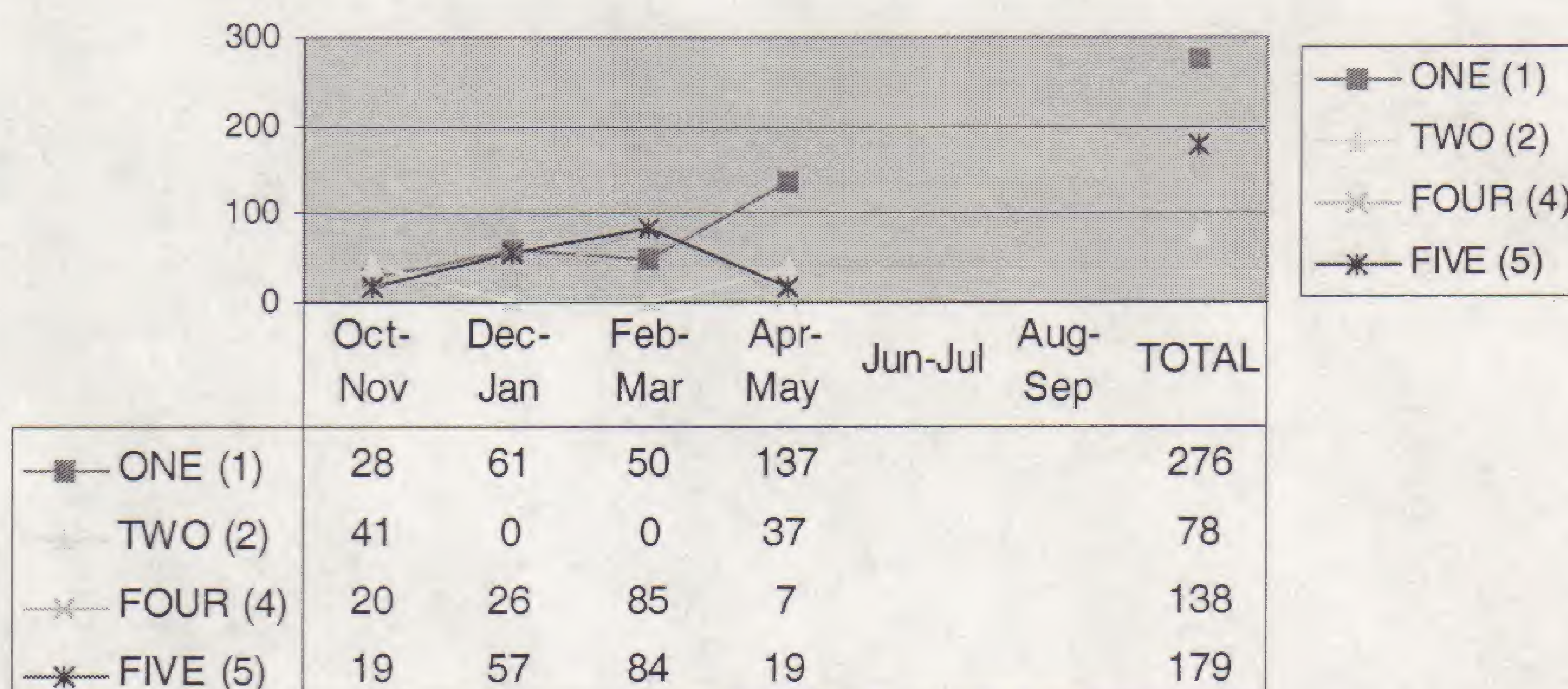
If you are a new employee you probably noticed that participation in TQM training is part of your job description. We encourage all new employees to enroll in TQM training during the first year of employment. TQM training is also open to adjunct faculty. TQM training is a nine (9) week course that meets each Wednesday from 12:30 to 4:30 p.m. Classes are limited to fifteen (15)

participants and usually fill up fast. If you are interested in becoming a member of the Fall TQM class, please contact Kim Smith at 2446 or Johnny Parker at 2379.

Dr. Randy Jarrell will facilitate the TQM training. You will learn how having a "Quality Focus" requires both a mindset and a skillset. Plus, you will have a lot of fun.

## TEAM SCOREBOARD

### Team Quality Points 2002-2003



*"The largest room  
in the world is the  
room for  
improvement"*  
---anonymous

## CLASS REUNION FOR SPRING 2003 TQM CLASS



The Spring TQM Class recently held a class reunion at the Mellow Mushroom Pizza Bar on University Blvd. The entire class was in attendance. Class members are Carrie Rogers, Betty Pruitt, Susan Bamberg, Steve Averette, Sr., George Toxey, Karen Rose, Shirley Cobb, Erin Nesbitt, Cindy Green, Justino Guerrero, Christina Stevens, Catherine Dubose, Darrell Hagler, Lisa Nolen, and Beth Laughlin. Class members are already taking on leadership roles. Daryl Hagler is now a member of the Quality Council and Susan Bamberg is on the Quality Month Planning Team.





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## MAKING A DIFFERENCE !

### TQM TOOLS YOU CAN USE - Nominal Group Technique

A nominal group technique is a structured process which identifies and ranks the major problems or issues that need addressing.

The Nominal Group Technique is used for:

- ☒ identifying the major strengths of a department/unit/institution (example: why are enrollments decreasing in the business courses?; making decisions by consensus when selecting problem solutions in a business)
- ☒ providing each participant with an equal voice (example: defusing a domineering faculty member or influential employee who tends to control the discussion and dominate the process)

Steps for Conducting the Nominal Group Technique:

- ☒ Request that all participants (usually 5-10 persons) write or say the problem or issue they feel is most important.
- ☒ Develop a master list of the problems or issues.
- ☒ Generate and distribute to each participant a form that numbers in no particular order the problems or issues. Request that each participant rank the top five problems or issues by assigning a #5 points to their most important perceived problem and #1 points the least important of their top five.
- ☒ Tally the results by adding the points for each problem or issue. The problem or issue with the highest number is the most important one for the total team.
- ☒ Discuss the results and generate a final ranked list for action planning.

EXAMPLE: Five possible solutions to a problem exist. Six people must decide which solution should be attempted first. The solutions are called A, B, C, D, and E. The people are Bill, Bob, Henry, Peter, Paul, and Mary.

Each of the six people order the potential solutions. The following matrix is developed.

Solution	Bill	Bob	Henry	Peter	Paul	Mary	TOTAL
A	1	2	1	4	3	5	16
B	5	5	2	5	5	4	26
C	4	3	3	3	1	2	16
D	2	1	4	1	2	1	11
E	3	4	5	2	4	3	21

We would begin by trying solution B, followed by E.